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85-0826

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March 1, 1985

XEROX

Mr. Harry Fitzwater
Deputy Director Administration
Central Intelligence Agency
Washington, DC 20505

Dear Mr. Fitzwater:

I appreciate the time you took from your schedule to meet with Cine Webb and me on February 25, 1985 so we could overview the Xerox National Account Service program in place for your Agency.

The National Account Service Manager concept is unique to the service industry -- it adds a service manager to your Xerox account team, rounding out the specialists serving the needs of your Agency.


As the Xerox National Account Service Manager for the Central Intelligence Agency, I appreciate the overview you provided of your organization's function within CIA. This helps me understand where we can support your ongoing needs.

The local Xerox Representatives continue to have line responsibility for the level of service we provide your Agency; however, should you have special needs or feel we can help solve a specific problem, please don't hesitate to call.

Cine Webb and I appreciate your business and look forward to working with you and those in your organization in satisfying your business needs with Xerox products and ongoing service.

Again, I appreciate your time and the opportunity to discuss our mutual responsibilities. I believe our meeting was beneficial and will compliment the very sound business relationship we presently enjoy.

Sincerely,



Ray Owens
National Account Service Manager